

APPENDIX 1

SECTION AND ITEM NUMBER	DESCRIPTION OF DISCONNECT ACTIVITY	INTERPRETATION OF SPREADSHEET DEPICTING WHOLESALE TRANSFER ACTIVITIES
These upfront AT&T customer service activities are distinct from and not represented in the charges associated with the work performed by AT&T and depicted in the attached spreadsheet.	The first step in a complete disconnect of service is the customer call to an AT&T customer service representative, who places a disconnect order using AT&T's provisioning system.	In a wholesale transfer request, AT&T performs this activity for Verizon at Verizon's request, when AT&T provides the customer record to Verizon prior to Verizon's request for a wholesale transfer. This is preorder activity that AT&T has not included in Appendix A, but which AT&T nevertheless performs for Verizon's benefit.
Section II, (RCCC), Step 2	The AT&T provisioning center technician receives a copy of the disconnect order, analyzes the request and verifies the customer information.	This step is similar to Appendix A, Section II, Step2. However, the work involved in a simple disconnect includes fewer work activities than the work involved in a transfer of the customer and associated loop.
Section II, (RCCC), Step 5	An order is then created in the AT&T ASR system to assign the technician.	This step is similar to Appendix A, Section II, Step 5. The scope of the work assigned to the technician is much narrower, however, in a simple disconnect than it is in a customer and facility transfer.
Section II, (RCCC), Step 6	The technician must first determine the type of facility to be disconnected, i.e., a DSO loop or a T1 facility,	The facility check performed by the technician is one portion of the review that is also performed during the administrative check associated with the customer and facilities transfer described in Appendix A, Section II, Step 6. Consequently, administrative checks performed by AT&T during a customer and facilities transfer to Verizon are more involved and complex.

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	If the technician determines that the customer has a T1 facility, another service order request is generated to retrieve the channel bank.	Although identified on the attached spreadsheet, the generation of the order and the T1 disconnect tasks are not included in the AT&T customer and facility transfer charge under review. <i>See</i> Appendix A, Section V
Section II, (RCCC), Step 7	The technician accesses different AT&T databases to determine if there are any other pending disconnect records	The database access described here is similar to the wholesale function described in Appendix A, Section II, Step 7. However, the database being accessed for a complete disconnect is different than the database associated with the customer and facility transfer. As a result, the database review required for a customer and facilities transfer is more involved and complex.
Section II, (RCCC), Step 10	The technician accesses different AT&T databases to remove any facility roadblocks.	The function is the same as the wholesale function described in Appendix A, Section II, Step 10, except that the scope of the activity is more limited when only a simple disconnect is involved.
Section II, (RCCC), Step 12	The request to Verizon to disconnect the customer's DSO and DS1 loop.	<p>The AT&T switch serving the customer is electronically accessed to verify the services associated with the particular customer and then the provisioning center technician deletes the translations in the switch associated with the customer.</p> <p>The final steps involved in the AT&T local service disconnect process for a DS0 loop and a T1 facility differ substantially. For a DS0 loop, an order is generated and sent to Verizon requesting that Verizon disconnect its loop facility associated with the AT&T customer at the Verizon central office.</p> <p>In the case of a T1 disconnect, Verizon is also notified regarding the last mile facility (i.e., the ECKT circuit), so that it can be returned by AT&T to Verizon, so that Verizon can (1) put the facility back into its inventory, and (2) can discontinue billing of AT&T for the</p>

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		facility
Section II, (RCCC), Step 14	The AT&T technician updates the AT&T databases as the order progresses through the different AT&T systems.	Although this work is involved in the case of a simple disconnect, AT&T believes that it is appropriate for AT&T to charge Verizon for it in the customer transfer rate. Indeed, Verizon charges AT&T for the comparable activity when the customer and loop are transferred to AT&T. <i>See</i> Appendix A, Section II, Step 14.
Section II, (RCCC), Step 25	Once a response is received from Verizon that the loop facility has been disconnected, AT&T proceeds with the disconnect-of-service,	This function is similar to the wholesale function described in Appendix A, Section II, Step 25. In the simple disconnect situation, however, there is no need to notify Verizon when the disconnect is complete. More importantly, in a simple disconnect situation, there is no need for AT&T to continue monitoring NPAC for confirmation that Verizon has taken the customer and activated the number at NPAC, nor is there a need for AT&T to update the 911 and DA/DL databases. <i>See</i> , September 22, 2003, letter to Mr. Ron Vero, bottom of page 3 concluding on page 4. Step 25 is, therefore, substantially more complex and time consuming in the case of a transfer of service than in a simple disconnect case.
Section II, (RCCC), Step 26	AT&T completes the disconnect order	<i>See</i> Appendix A, Section II, Step 26.
Section II, (RCCC), Step 31	AT&T completes all other work center orders that have been issued.	<i>See</i> Appendix A, Section II, Step 31.
Section, II, (RCCC), Step 34	In both the instance of a local service disconnect of a DSO loop and a T1 facility, AT&T monitors roadblocks and order status from the point of order initiation to completion.	<i>See</i> Appendix A, Section II, Step 34.
These number portability functions performed	AT&T must also log into the number portability administration center and issue a disconnect of the customer's telephone number, such that in 90-days the telephone	These number portability functions performed by AT&T are not included in the rate charged to Verizon for transferring the customer and the associated loop facility from AT&T to Verizon.

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by AT&T are distinct from and not represented in the rates associated with the work performed by AT&T and depicted in the attached spreadsheet.	number goes back to the original carrier to whom it belongs.	Verizon.